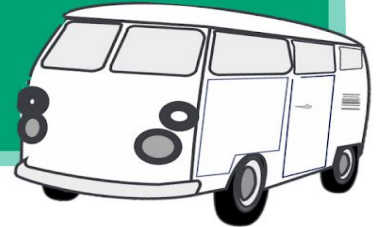


EVERYTHING CAMPER

The 2021 Virtual Roadshow Experience!



Hello Camp Families!

We are so excited to be kicking off the summer 2021 season! As we all know, this year's roadshow season is going to look a little different since unfortunately we cannot all be together in person, however, we are thrilled to share our new Everything Camper Virtual Roadshow experience! Our goal is to make the transition to our new virtual platform as seamless and easy as possible for everyone. We've put a plan in place to help ensure that everyone will feel comfortable and confident with us and our team.

We of course understand there is still so much uncertainty with the state of the world and we are right there with you! **We're putting all the positive energy into the atmosphere and want all of our camp families to plan accordingly for camp to happen!** We are gently urging all of our camp families to order as early as you feel comfortable with. Just please keep in mind that some of our products can take up to 8 weeks to receive. Again, we are so thrilled and excited to kick off the camp season with all of you and look forward to seeing you soon!

Below you will find everything you need to know about your Virtual Roadshow experience!

Everything Camper Virtual Roadshow Outline:

Scheduling your Virtual Roadshow Appointment:

- a. On the Everything Camper website we will provide each camp with their own Calendly link. This is where you can schedule your appointment.
 - On Calendly, you can choose from a list of dates and times that work best for you and your family.
 - The appointment slots will be available in 90 minute increments for new campers and 45 minute increments for returning campers.
 - We are encouraging our families to book separate appointments for each of their campers. If you wish to order for both your campers together, we suggest booking two connecting time slots!

- When booking connecting time slots for your new and returning camper(s), be sure to book in their respective calendars
- We recommend clicking the “Add to Calendar” option when booking your appointment.
- After scheduling your appointment, you will receive a confirmation email with all of your appointment details. This will include a Zoom link for your virtual roadshow appointment.
- Every appointment will be assigned a sales representative that will expertly guide you through the process and will be able to answer any questions.
- We are asking for a courtesy of 24 hours before your appointment to cancel or make any changes.

Preparing for your Virtual Roadshow Appointment:

- a. The Sunday before your appointment, you will receive the following documents. Please have these readily available for your appointment (your sales rep will also have a copy of each as well):
 - Your camp’s specific packing list
 - “At MY Camp” sheet (each camp’s specific suggestions, tips, and rules)
 - “What You Need to Know” sheet (EC’s Policies and FAQ’s)
- b. Optional items that would be helpful:
 - A clothing tape measurer to help with our new sizing calculator
 - Camp clothes from previous summers to gage what sizes your camper(s) will need for this upcoming summer

The Virtual Roadshow Experience!

- a. New Camp Families Appointment:
 - On the day of your appointment you will click on the provided Zoom link to enter the virtual roadshow.
 - You will be met by your Everything Camper sales representative as well as a member of your camp’s management team! Here you will be able to ask any questions that you have regarding all things camp.
 - We recommend keeping the introduction with your camp management staff member short and sweet (around 5 minutes) so you have plenty of time to do your camp shopping.
 - Your Everything Camper sales rep will give you the ins and outs of what we do, our policies, and answer any questions you may have before officially diving into your appointment.
- b. Returning Camp Families Appointment:
 - Once you click the provided Zoom link and enter the virtual roadshow, you will be met by your Everything Camper sales representative.

- After introducing themselves, they will give you the ins and outs of what we do, our policies, and answer any questions you may have before officially diving into your appointment.
- c. The Appointment:
- Your EC sales rep will share their screen with you so you will be able to see everything: the merchandise they want to show you, updates to your shopping cart, or any other changes that are being made to your order.
 - **For new camp families**, your EC sales rep will review your camp's packing list with you to discuss what items will be required and what is essential for your camper.
 - Together you'll go through all of the different styles of clothing, colors, and options and make sure you're covered with all the required items that your camper(s) will need.
 - Next, you'll go over all of the exclusive apparel, bed & bath, accessories, labeling, duffels & storage
 - Based on your needs, your sales rep will guide you in the right direction and help fill in those gaps
 - **For returning families**, in addition to the above, you will let your sales rep know what items need to be replaced, new sizes needed, and any gaps that need to be filled.
- d. Checking out:
- Once you have decided on the items that you will be purchasing, you and your EC sales rep will review your order to confirm that everything is correct, and make any last minute changes needed.
 - Once your order is placed, you will receive a confirmation email with your order number, your itemized order, and billing/shipping information.
 - If there are any additional changes or items that you'd like to add or subtract from your order you will have 2 business days from the day of your appointment to contact our customer service team to make those changes.
- e. Return/Exchange Policy:
- We will only be accepting exchanges on 2020 unworn and unwashed eligible items that are **directly exchanged for new sizes**.
 - You must set up a virtual roadshow appointment in order to exchange your 2020 items.
 - All Athletic Camper, exclusive apparel, customized, or labeled items are **not eligible** for return or exchange at any time.
 - New 2021 orders will follow our normal return and exchange policies.

We can't wait to help your campers gear up for the summer, we believe 2021 is going to be the best summer yet!

Best,
The Everything Camper Team

